

Navy Marine Corps Intranet (NMCI)— Most Frequently-Asked Questions

The following list of frequently-asked questions are intended to provide you with a better understanding of the NMCI contract and how it will affect NSWCCD. The answers are based on the most current information that we have at this time.

As more information on the NMCI contract is released, this list of questions will be updated and expanded and available on the CIO web site (<http://web1.dt.navy.mil/CIO>).

NSWCCD NMCI points of contact are Tina Kearney (301) 227-1018 or Susan Hammaker (215) 897-8411.

Q. What is the Navy Marine Corps Intranet (NMCI)?

A. The United States Navy and Marine Corp entered into a long-term contract (five base years and three optional years) with Electronic Data Systems (EDS) to build and maintain a secure department-wide network that will provide data, video, and voice communications for Sailors and Marines.

Q. What is the goal of NMCI?

A. NMCI is intended to eliminate stovepipe systems and modernize the way DoN and Marine Corps does business. It will get the government out of owning and operating information technology systems and transfer that function to a fee-for-service contract with the private sector.

Q. Is utilization of the NMCI contract mandatory?

A. Yes. All DoN and Marine Corps activities are mandated to use this contract.

Q. Who was awarded the NMCI contract? When was it awarded? How much was it awarded for?

A. This NMCI contract was awarded to Electronic Data Systems (EDS) on October 6, 2000, which was less than

10 months from the date that it was issued. This five-year firm-fixed-price contract was awarded for \$6.9 billion. It includes three optional years.

Q. Does EDS have a team to provide DoN and Marine Corps with reliable service?

A. EDS formed an Information Strike Force (ISF) team to combine their strengths with other world-class firms. The team includes Raytheon, a leading provider of high-tech defense systems and superior security expertise; WorldCom, a premier global communication provider; and WAM!NET, a global firm that specializes in electronic delivery systems. This team will join with other companies such as: Microsoft, Dell, and Cisco to deliver the systems. EDS will subcontract 40% of contract services to small businesses and minority- and women-owned firms.

Q. How will the NMCI benefit the Navy and Marine Corps?

A. The NMCI will allow military services to quickly and securely share knowledge and information; it will reduce the cost of data, video, and voice services; it will eliminate interoperability problems; it will remove access, connectivity, and throughput as impediments to productivity and speed of command; and the NMCI will provide a seamless migration and implementation of current infrastructure and applications onto the NMCI environment with minimal negative impact on current and projected operations.

Q. How much money will the NMCI contract save the DoN?

A. It is difficult to determine how much money the DoN will save at this time. The savings will be a result of the increased security and interoperability for the DoN and Marine Corps across the term of the contract.

Q. What service area will the NMCI contract include?

A. EDS will provide service to the entire DoN and Marine Corps throughout the Continental United States (CONUS), Alaska, Hawaii, Guantanamo Bay (Cuba), Puerto Rico, and Iceland.

Q. When does NSWCCD intend to implement NMCI?

A. NSWC Carderock is scheduled to transition to NMCI in the second quarter of FY 02 with a planned "GO LIVE" date of April 1, 2002. However, this is NAVSEA's projected date for NSWC Carderock at this time, and it is subject to change. This transition date could be sooner or later depending on the results of the contract evaluation and the schedule of other NAVSEA commands.

Q. What NSWC Divisions are scheduled to implement NMCI first?

A. NSWC Crane and NSWC Port Hueneme are the "early adopters" and transitioning to NMCI in the first quarter, which started January 2001.

Q. What is EDS' transition approach to implement NMCI?

A. EDS designed the following 5 PHASE transition approach:

Phase 1 – Workforce Development (approximately one month). Assumption Operating Responsibility (AOR) starts at the end of Phase 1. NSWCCD will begin paying EDS 85%.

Phase 2a – Detailed Engineering/ Design & Build (approximately three months).

Phase 2b – Equipment Transformation/ Service Transition (approximately three months). "Cut-over" EDS will start assessing existing desktops.

Phase 3 – Achieving & Testing service level agreements (SLAs) (approximately two months time frame). Initial Operation
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Capability (IOC) starts at the beginning of Phase 3. NSWCCD will pay EDS 100%.

Phase 4 – Continuous Improvement/Optimize.

Phase 5 – Feedback/Production.

Q. Will there be a contract evaluation period?

A. Yes. Congress is requiring that EDS pause the contract during the second quarter of implementation to evaluate the contract performance and determine if DoN and Marine Corps are satisfied and if any adjustments need to be made. During this time, the first quarter implementers will continue to receive service; however, no additional DoN or Marine Corps activities will transition to NMCI.

Q. Who is leading the NMCI program for DoN?

A. The Program Executive Office (PEO) Information Technology (IT) is leading the NMCI effort for the entire DoN and Marine Corp.

Q. Who is the NMCI Project Manager for NSWCCD?

A. **Tina Kearney**, the Chief Information Officer (CIO), is the NMCI Project Manager for the Carderock Division, and she will serve as the Division point of contact for all NMCI policies, guidance, and issues. She will provide oversight and ensure uniformity of NMCI throughout execution; develop the NMCI policies, strategies, and initiatives; coordinate all NMCI activity with the NSWCCD NMCI team leaders; and address NMCI issues, concerns, and questions. The NSWCCD NMCI Team Leaders are: **Susan Hammaker** (communications and employee awareness), **Marlene Smith** and **Julie Wessel** (transition), and **Jack Jeffers** (performance metrics). The CIO, NMCI team leaders, and the directorate Information Technology Council (ITC) members, along with the Business Directorate and other key offices are currently

working together to determine NMCI policy and guidance issues for the Division.

Q. What is a seat?

A. A seat includes the PC, network, and security hardware, software, hardware/software maintenance, hardware/software refresh, email, Web access, two unclassified user accounts, LAN/WAN/MAN connectivity, NIPRNET access, help desk support, desk-side support, shared network printing, network file sharing, directory services, training, 50MB email/calendar storage per account, and 200MB network personal file storage per account. There are three seat types: fixed workstations (red, white or blue); portables (basic or high end); and embarkables (full and limited). Upgrades such as: high-end, mission critical, or classified connectivity are available for some of the seats. The hardware and software specifications of the seats can be found on EDS' web site at <http://www.eds.com/nmci/catalog.html>

Q. How often will seats be updated?

A. IT technology will be refreshed every three years. Software updates will take place as the new versions are released.

Q. What happens to my current workstation?

A. The monthly seat price already includes a credit for the purchase of all "as is" infrastructure that falls under NMCI. If your workstation is capable of meeting all SLAs, is similar to the hardware included in the seat type you ordered, and is compatible with the architecture of NMCI, it may be left in place. If your current hardware does not meet the requirements of NMCI, it will be replaced.

Q. What if we just purchased new PCs? Will we get additional credits in the seat price?

A. No, the credit for new and existing DoN IT assets has already applied to the monthly service price.

Q. Will Apples and Macintosh systems be supported under NMCI?

A. No, the NMCI solution is Microsoft OS based. The Information Strike Force will not provide support for Apples and Macintosh systems. The NMCI team will work with Apple and Macintosh users to determine their requirements and the need for their continuing use.

Q. Will I be able to keep my existing system and peripherals (such as printer, scanner, etc.)?

A. All external equipment associated with a workstation will transfer, at no cost, to the new NMCI workstation if they are compatible with the proposed Windows 2000 Operating System (OS). If these items are internal or non-compatible you will not be able to keep the item and you will have to order them from the contract through CLIN 0023 (optional user capabilities) at a monthly cost.

Q. How do I order peripherals?

A. Peripherals including zip drives, copiers, scanners, fax machines, modems, personal digital assistants (PDAs), etc. can be ordered through CLIN 0023 (optional user capabilities). The DoN has not approved the prices of these optional items yet; however, it does include hardware/software, installation, maintenance, support, and refresh associated with it.

Q. Who will pay for the NMCI cost and how much will it cost?

A. The NSWC Carderock Division is responsible for the cost of NMCI. Currently, the Division is wrestling with the budget to determine what portion of NMCI will be covered by corporate overhead G&A (general and administrative) and what portion will be funded by IOH (indirect overhead).

Q. What information will EDS need from NSWCCD to ensure a smooth transition?

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A. EDS will need a base map of all of the buildings, being used by the Naval command, and a floor layout diagram identifying the exact location of the entire information technology (IT) infrastructure on the base. EDS will also need a list of all of our current IT inventory "as is" and our future IT requirements "to be." Key members on the NMCI team will determine the best way to collect this information.

Q. Who will monitor EDS' performance? Will EDS receive an incentive if they exceed the basic services in the contract?

A. EDS will use a system to monitor their performance to track metrics and feedback (including surveys, emails, hot lines, etc.), which will assure that they are meeting the service level agreements (SLA) identified in the contract. NSWCCD will also develop a method to track and verify the accuracy of EDS' performance. Incentives will be given to EDS for performance that exceeds the SLAs.

Q. How will legacy applications be handled under NMCI?

A. Legacy applications will be connected to the NMCI backbone for free. CLIN 0029 (legacy system support) provides us with the option to order operation and maintenance services from EDS for legacy applications. The cost for this service would be negotiated and a statement of work (SOW) would be developed to identify the specifics of this agreement.

Q. What will happen to the IT personnel, who are currently performing these IT services, once we transition to NMCI?

A. IT personnel, currently performing NMCI-like functions, will have a few options once NSWCCD transitions to the NMCI contract. They will have the first right of refusal to take a job with EDS and receive a 15% salary increase, sign-on bonus and guaranteed three-year employment; (or) they could stay

employed by NSWCCD in other computer related jobs. The NSWCCD HRO NMCI Point of contact for handling personnel issues is **John Tomlin**. NSWCCD HRO plans to ensure that all displaced personnel are notified in advance, and HRO will work with them in reviewing their options as indicated in the DoN Civilian Personnel Implementation Plan.

Q. Are there any restrictions in procuring IT contracts or equipment now?

A. Yes. A Division-wide IT Acquisitions Restriction Guidance memo was sent to all management in November 2000 mandating all IT contracts over \$25K to be reviewed and approved by the CIO Office. The IT Acquisitions Restriction Guidance Memo can be found on the CIO web site <http://web1.dt.navy.mil/CIO>.

Q. Will all systems be accredited in accordance with DoD requirements? Who will be responsible to accredit the systems?

A. Once EDS takes over the operation and maintenance of the majority of NSWCCD's IT infrastructure, they will be responsible to accredit all systems to operate prior to utilization. The NSWCCD Information System Security Manager (ISSM) is expected to be a liaison to EDS to ensure that the systems are in compliance with the DoD requirements (DoD 5200.40, DoD Information Technology Security Certification and Accreditation Process (DITSCAP)).

Q. How will the tenants, who are on the DoN and Marine Corps IT backbone, be affected by NMCI?

A. A memorandum of agreement (MOA) will be developed between the DoN and Marine Corps activity and the tenant activity identifying the connectivity details. Tenants may be subject to the terms and conditions in the NMCI contract.

Q. Will the Public Key Infrastructure (PKI) be supported under the NMCI contract?

A. Yes. EDS will provide the smart card readers with each basic seat, and the DoN will be responsible to provide all DoN employees with smart cards.

Q. Should I expect a period of downtime when NSWCCD transitions to NMCI?

A. No. You should experience no loss of service and a minimum period of disruption as EDS personnel assesses your system and connects it to the NMCI.

Q. Will NSWCCD receive a credit for all of the equipment that EDS takes ownership of?

A. The credit for our existing IT equipment has been calculated into the price of the NMCI contract line items through the sale/exchange clause in the contract.

Q. Once NSWCCD transitions to the NMCI contract, will there be a central IT help desk and what will be the response time?

A. EDS will have a local IT help desk person, who will be available 7 days a week/24 hours a day and will respond within 48 hours maximum.

Q. Is there a limit to the number of help desk calls that I can make per year?

A. You will be able to call the EDS help desk line whenever you need IT services just like you do now; however, you will be limited to one FREE move, add or change to your system per year. Additional moves, adds or changes to your system during the year can be procured under CLIN 0026 (additional moves, adds, and changes) at an additional cost.

Q. Will EDS support our unique software? How can I order specialized software in the future?

A. Unique software will be handled on a case-by-case analysis and can be

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ordered under the optional user capabilities (CLIN 0023). Prices vary for this CLIN.

Q. How will classified machines be affected by NMCI?

A. Under the NMCI contract, specified personnel will have the clearances required to support classified machines just as some desktop support personnel do today. There are contract line item numbers (CLINs) in the contract that specifies the procurement of classified processing support.

Q. What are the advantages and disadvantages of a Thin Client Seat?

A. Thin Clients are best suited for task-based applications (such as updating personnel records or stock and inventory functions) when deployed in groups of 20 or more users with a defined departmental strategy. Thin Clients work

best in environments with short duration application use or very predictable application demand. Thin Clients are not suited for users who require a variety of unique, powerful applications to reside on their desktop or users who require high end or mission critical hardware or service levels.

Q. If I currently have a desktop and a laptop, which CLIN should I order?

A. Unless you have a very specific requirement for two PCs, ordering a CLIN 002 Portable Work Station alone should meet your needs. When in your office location you can use the “docking station” (which includes a separate monitor, keyboard, and mouse) and effectively have a desktop workstation. When on travel, you can remove the laptop from the docking station. However, if you specifically require two separate workstations, you can order a Red, White, Blue or Thin Client workstation seat, as well as, order a CLIN 002 Portable Seat.

Q. Can I use my home PC to access my NMCI email?

A. No, NMCI security requirements do not allow access to NMCI through home PCs and Internet Service Provider (ISPs). Users who require access to their NMCI e-mail while out of their office are most effectively served by a CLIN 002 Portable Seat, which includes remote access. The definition and capabilities of the CLIN 005 Hybrid seats are being reevaluated. A hybrid seat may also offer a way to access NMCI from home.

Q. Where can I find the NMCI contract and a description of the Contract Line Item Numbers (CLIN)?

A. The entire NMCI contract can be found on <http://www.contracts.hq.navy.mil/nmci/award/award.html>

The list of item descriptions and pricing can be found on EDS’ web site on <http://www.eds.com/nmci/catalog.html>.